

## ABSTRACT OF THE DISCLOSURE

A system and method for remote analysis and control of test and measurement devices for diagnosis and troubleshooting problems for users of the test and measurement devices. The remote analysis and control tool kit includes a processing device with a modem that is connected to a video camera. The video camera provides video images through the processing device back through the modem so that the remote analysis and control tool kit may transmit video across a network to a call center systems engineer. The remote analysis and control tool kit also includes control software that enables a systems engineer to provide control instructions to the test and measurement device and the system under test, and request status data from both the test and measurement device and the system under test.